



Seat No. : \_\_\_\_\_

# MO-201

May-2025

BBA., Sem.-IV

## CC-211 : Human Resource Management

Time : 2:30 Hours]

[Max. Marks : 70

1. (A) Define Industrial Relation. Discuss various parties of it. 7  
(B) Discuss the causes of Industrial Dispute. 7

**OR**

1. (A) Discuss the functions of Trade Union. 7  
(B) Explain various methods to solve Industrial Disputes. 7

2. (A) Define Remuneration. Explain the components of it. 7  
(B) Discuss merits and limitations of Incentives. 7

**OR**

2. (A) Justify the reasons for Higher Remuneration to Executives. 7  
(B) Calculate incentives for Ram, Shyam and Ghanshyam by Emerson's efficiency plan from given information : 7

Standard Output : 40 hours = 400 units

Rate/Hr : 1 ₹

Output of Ram Produced – 200 units

Shyam Produced – 400 units

Ghanshyam Produced – 600 units

3. (A) Write down the short note on the types of Fringe benefits. 7  
(B) Define Stress. Explain major organizational and individual stressors. 7

**OR**

3. (A) Discuss various approaches to Employee Welfare. 7  
(B) Explain the causes of Industrial Accidents. 7

4. (A) Discuss the scope of H.R. Audit. 7  
(B) Write down the short note on limitations of Worker's Participation in Management. 7

**OR**

4. (A) Describe any two HR challenges in detail. 7  
(B) Explain the concept of Quality Circles. 7

5. Do as directed : (Attempt any 7) 14

- (1) Industrial relation is \_\_\_\_\_ between Employer and Employee. (contract, relation, understanding)
- (2) Salaries affect the employee's \_\_\_\_\_ and work performance. (productivity, incentives, union)
- (3) Good Industrial Relations can improve performance, co-operation and Productivity. (True / False)
- (4) HR Audit involves \_\_\_\_\_ of action plan. (review, follow up, blueprint)
- (5) Industrial disputes is not a sign of healthy organization. (True / False)
- (6) \_\_\_\_\_ means affection for mankind. (Philanthropy, Psychology, Physiology)
- (7) List down any four guidelines for achieving Work-life balance.
- (8) What do you mean by Steering Committee ?
- (9) \_\_\_\_\_ is not the type of Employee Welfare Measures. (Political, Intramural, Extramural)
- (10) The judiciary has constituted a wage board, labour court and tribunal and enacted a series of labour acts. (True / False)
- (11) The small size of the trade union creates a problem of lack of funds for employee welfare. (True / False)
- (12) \_\_\_\_\_ Country first started using concept of QCC. (Korea, Japan, UAE)